

<b>POST:</b>	Business Administration Apprentice
<b>APPRENTICESHIP:</b>	Business Administration level 3 (18 months)
<b>START DATE:</b>	ASAP
<b>LOCATION:</b>	Stratford, E15 4HF
<b>WORKING HOURS:</b>	Monday, Wed, Thu and Friday 9:30 am to 6:30 pm Every Tuesday Training at City Gateway Total hours per week: 38
<b>SALARY:</b>	£4.81per hour

## The Organisation

DTK celebrates 25 years of developing and training learners from the UK and around the world at its former Plaistow and current Stratford base. DTK appreciates working and partnering with FE Colleges, training providers and client organisations in transforming learning, knowledge and development in East London. This remarkable milestone is not only cause for celebration, but a platform for many exciting developments in a changing Education sector that will lead us into a successful future.

## Duties and responsibilities

We require an individual to support our Team of Administrators and the Management Teams.

It is anticipated that the successful applicant will be an initial point of contact for Customers and Professionals contacting the service.

Some of the duties that will be required of the apprentice are as follows:

- Providing support to employees, colleagues, and customers through regular communication, whether this is via phone, email, text, or any other means.
- Ensuring that all files and records of business activity and databases are well-organised, easily traceable, kept up to date, and archived correctly.
- Writing and editing company correspondence.
- Scheduling calls, meetings, and events.  
Ordering of office supplies/consumables.
- Effective communication and organisational skills are essential.

You will be required to use IT and company software.

As the successful applicant gains skills and confidence it is anticipated that they will assume responsibility for specific tasks and projects within the team.

### **Desired Skills**

- Communication skills
- IT skills
- Attention to detail
- Organisation skills
- Customer care skills
- Problem-solving skills
- Administrative skills
- Number skills
- Analytical skills
- Logical
- Team working
- Creative
- Initiative
- Patience

### **Desired personalities**

- Creative
- Initiative
- Patience

### **Desired qualification**

- Maths GCSE grade A\*-C or 9-4 or equivalent or Functional Skills Level 2
- English GCSE grade A\*-C or 9-4 or equivalent or Functional Skills Level 2

### **Future prospects**

- Further development and training may be offered as well as the possibility of full-time employment.